

Outlook Course Syllabus

Learn to use the full potential of Outlook

Using Microsoft Outlook

This Outlook course teaches the foundations of Microsoft Outlook, including how to send and organize email, manage calendars, schedule meetings, work with contacts, and track tasks. You also learn practical techniques for staying organized, improving communication, and working more efficiently with Outlook in a business environment. The course includes hands-on activities that help you practice the skills you learn in this live, hands-on class. This one-day course provides a solid foundation for jobs that require Outlook for daily communication and scheduling.

What you learn in this introductory Outlook course

- **Email management:** Learn how to create, send, reply to, and forward email messages, and understand how to use Outlook efficiently for everyday communication.
- **Organizing your inbox:** Discover how to manage messages using folders, categories, flags, and search tools so important information is easier to find and follow up on.
- **Calendar and scheduling:** Learn how to use Outlook Calendar to schedule appointments, create meetings, invite attendees, and manage your availability.
- **Contacts:** Find out how to create, organize, and use contacts so you can communicate more efficiently with individuals and groups.
- **Tasks and reminders:** Learn how to create tasks, assign follow-up items, and use reminders to stay on top of deadlines and commitments.
- **Outlook productivity tools:** Understand how to use features such as Quick Steps, rules, and search folders to save time and automate common actions.
- **Managing attachments:** Learn how to attach files, save attachments, and work with email content more effectively.
- **Message formatting:** Discover how to format messages clearly and professionally, including using signatures and basic message options.
- **Search and filtering:** Learn to locate messages, contacts, and calendar items quickly using Outlook's built-in search and filtering tools.
- **Outlook efficiency tips:** Learn ways to streamline daily work and improve productivity using Outlook's built-in organizational tools.

Outlook Course Topics

Getting started with Outlook

- Getting to know the workspace
- Understanding the Outlook interface
- Navigating Mail, Calendar, People, and Tasks
- Using the ribbon and reading pane
- Customizing the view
- Working with folders and panes

Working with email in Outlook

- Creating and sending email messages
- Replying to and forwarding messages
- Using CC and BCC appropriately
- Formatting message text
- Attaching files and Outlook items
- Using signatures
- Saving drafts

Managing messages and inbox organization

- Sorting and filtering email
- Creating and using folders
- Moving and deleting messages
- Flagging messages for follow-up
- Applying categories
- Marking messages read and unread
- Using search tools in Outlook
- Creating and using rules
- Using Quick Steps

Working with the Outlook calendar

- Creating appointments
- Scheduling meetings
- Inviting attendees
- Checking calendar views
- Editing and canceling meetings
- Using reminders
- Recurring appointments and meetings
- Viewing multiple calendars
- Responding to meeting requests

Working with contacts in Outlook

- Creating contacts
- Editing contact information
- Organizing contacts
- Creating contact groups
- Using contacts in messages and meeting invitations

Working with tasks and follow-up tools

- Creating tasks
- Updating and completing tasks
- Using reminders
- Flagging email for follow-up
- Managing task views

Outlook productivity and efficiency

- Using search folders
- Managing notifications and alerts
- Using conversation view
- Cleaning up messages
- Working with archived items
- Printing messages, calendars, and contact information
- Outlook shortcuts